

# mspnice award

October 20<sup>th</sup>, 2016

Greetings Managers,

One of your employees, Megan Canny, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Megan for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Megan!



Megan Canny, ABM Parking; with Rick Decker, MAC Manager, Landside Operations

## Customer compliment:

Megan,

Wow, now that is service! I appreciate the quick response time and your pleasant demeanor on the phone as you made the process a delightful one! I hope you have a wonderful weekend as you have made the start of mine awesome!

*Joseph Nickel*